



CITY OF NEWPORT NEWS • JOB DESCRIPTION

		POSITION CODE	1552
CLASSIFICATION	FIELD REPRESENTATIVE II	EFFECTIVE	05-08-2000
FUNCTIONAL TITLE		DEPARTMENT	COMMISSIONER OF THE REVENUE

GENERAL STATEMENT OF RESPONSIBILITIES:

Responsible for ensuring that businesses are advised of and in compliance with City ordinances, policies, and procedures pertaining to business licenses, taxes, and related activities.

DISTINGUISHING FEATURES OF THE POSITION:

This is the fully competent level of this job series. Position performs the most complex work of the classification and makes independent decisions and judgments in the field.

WORK BEHAVIORS/RESPONSIBILITIES:

Canvasses shopping centers and office complexes to discover businesses that have not procured business licenses; utilizes information from numerous sources in order to discover new businesses that have not procured licenses.

Inspects businesses for compliance with City ordinances, policies, and procedures pertaining to business licenses and related taxes; enforces tax ordinances with firmness, tact, and impartiality.

Issues business licenses and supports other Field Representatives and office staff in the issuance of business licenses; processes business license applications during peak season.

Interprets City ordinances, policies, and procedures regarding business license taxes and related taxes; makes independent decisions and judgments in the field when an individual is found to be in violation of an ordinance.

Advises business owners of City ordinances, policies, and procedures pertaining to business licenses and related taxes as appropriate.

Determines business classification and tax liability; assists businesses with application preparation and collects taxes on behalf of the City Treasurer.

Responds to and follows up on complaints and inquiries from citizens concerning noncompliance with city ordinances; researches citizens' inquiries regarding business license tax liabilities.

Follows collection procedures before taking action against businesses found to be in violation of ordinances; issues written notices of warning or summons when necessary.

THIS IS A STATEMENT OF REPRESENTATIVE RESPONSIBILITIES, WORK BEHAVIORS AND REQUIREMENTS FOR THE JOB. NOT ALL RESPONSIBILITIES AND WORK BEHAVIORS ARE STATED. NOT ALL POSITIONS COVERED BY THE JOB DESCRIPTION WILL PERFORM ALL RESPONSIBILITIES. EMPLOYEES MAY BE ASSIGNED SIMILAR OR RELATED WORK AND ANY OTHER WORK NECESSARY TO ACCOMPLISH ASSIGNED RESPONSIBILITIES. EDUCATION AND EXPERIENCE ARE STATED IN TERMS GENERALLY REQUIRED TO PROVIDE THE ENTRY KNOWLEDGES, SKILLS, AND ABILITIES.

APPROVALS

Caroline D. [Signature]

NEW ☒ REVISED
supersedes JD1971 eff. 7-9-98

Initiates court proceedings, interfaces with City Attorney's office in case development, and testifies in court.

Utilizes various mainframe and on-line systems to retrieve a variety of business information.

Notarizes documents as needed.

Performs other related work as needed.

ENTRY KNOWLEDGES, SKILLS AND ABILITIES:

Thorough knowledge of City ordinances, policies and procedures, state codes, and guidelines issued by the state Department of Taxation.

Thorough knowledge of routine legal procedures as related to the enforcement of laws and ordinances.

Ability to establish effective working relationships with co-workers, other departments, and the general public.

Ability to read and interpret state and City code.

Ability to work independently.

Ability to organize and prioritize inspection workload.

Ability to articulate findings in a court of law.

Ability to use computer software, mainframe applications, and on-line systems.

Ability to communicate effectively both orally and in writing.

Ability to perform mathematical calculations to determine taxes and interest due.

Ability to enforce ordinances and regulations with firmness, tact, and impartiality.

EDUCATION AND EXPERIENCE:

Requires any combination of education and experience equivalent to an associate's degree in public administration, municipal planning, or a related field and considerable experience in code or ordinances enforcement.

SPECIAL REQUIREMENTS:

Requires a valid driver's license.

Requires an acceptable background check.

Requires eligibility for designation as Conservator of the Peace and Notary of the Public.

ESSENTIAL FUNCTIONS/PHYSICAL DEMANDS

Job/Position Title:
Field Representative

Department: Commissioner of the Revenue

Date:

SECTION A - ESSENTIAL FUNCTIONS

List below the essential functions of the position and the percentage/amount of time involved in that function over a normal day or week. For functions which are performed less often, give an indication of time spent monthly or annually and describe. Essential functions are the fundamental duties of the position. The position exists to perform the essential functions. Essential functions cannot be transferred to another position without fundamentally changing the job. Functions which are only marginal to the job are not essential functions. (Reference Personnel Administrative Manual, Section 300, Employment Definitions, or contact the Personnel Department for further details.)

DESCRIPTION OF FUNCTION	% OF TIME
Inspects businesses to determine business classification, tax liability and to ensure compliance with city ordinances pertaining to business licenses and related taxes.	60%
Issues written notice of warning or summons when a business is found to be in violation of ordinances pertaining to business license and related taxes, initiates court proceedings and testifies in court.	20%
Assists businesses in the preparation of applications and collects taxes for business licenses and related taxes.	15%

NOTE: THE TOTAL OF ALL PERCENTAGES WILL BE LESS THAN 100% FOR MOST POSITIONS. ATTACH ADDITIONAL SHEETS IF NECESSARY.

Signature of Department Head or Designated Representative:

Date:

SECTION B - PHYSICAL DEMANDS

- Next to the physical demands listed below, describe the types of activities involved with performing the position. Under the frequency column, list the frequency of each demand, using the ratings and definitions listed below. Place an asterisk (*) in the left column next to those activities REQUIRED for ESSENTIAL FUNCTIONS.

C = CONTINUOUS--OVER 6 HOURS A DAY
F = FREQUENT--BETWEEN 3 AND 6 HOURS A DAY
O = OCCASIONAL--LESS THAN 3 HOURS A DAY

I = INTERMITTENT--SEVERAL TIMES A WEEK
P = PERIODIC--SEVERAL TIMES A MONTH OR LESS
E = ONLY IN UNUSUAL OR EMERGENCY SITUATIONS

*	PHYSICAL DEMANDS	REQUIRED ACTIVITY OF JOB USING THIS PHYSICAL DEMAND	FREQUENCY
*	WALKING (excludes regular office environment)	From floor level to counter platform; to copier, fax machine, shredder, filing systems, and storage area; from workstation to printers to retrieve documents; locking/unlocking building; mail distribution	F
	RUNNING (include distance)	N/A	
	KNEELING	To access electrical outlets under the counter or workstation; to retrieve manuals or supplies under the counter	P
	SQUATTING	To retrieve forms, files, manuals, and supplies from lower file drawers or storage shelves; loads paper in lower trays of copier and printers	I
	BENDING/STOOPING	To retrieve forms, files, manuals, and supplies from lower file drawers or storage shelves; loads paper in lower trays of copier and printers	O
	CLIMBING	To retrieve documents and/or supplies from high shelves of storage area	P
	CRAWLING	To access electrical outlets under the counter or workstation; to retrieve manuals or supplies under the counter	P
*	STANDING	At counter, copier, shredder, and fax machine; to retrieve forms from printers	F
*	SPEAKING (excludes informal conversation)	Customer contact at counter and on phone; requests and verifies information from other city and state agencies; resolves work-related issues with co-workers	C
*	HEARING	Customer contact at counter and on phone; requests and verifies information from other city and state agencies; resolves work-related issues with co-workers; attends training seminars and meetings	C
*	WRITING	Outgoing mail; customer assistance to complete documents and tax returns; research notes	C
*	READING	State tax code, instruction books, training manuals, tax documents of all types, incoming and outgoing mail	C
*	SEEING (includes colorblindness)	State tax code, instruction books, training manuals, tax documents of all types, reports from other agencies; incoming and outgoing mail; computer screen	C
*	GRIPPING	Grips pens/pencils, date stamps, computer mouse, stapler, telephone, drawer handles, door handles, documents, books and manuals; inserts letters in envelopes	C
	PUSHING/PULLING/PRYING (list)	File cabinet drawers and workstation drawers; office doors; hand truck or cart to transport forms or supplies	O
	TWISTING/TURNING	N/A	
*	SITTING	At workstation and at counter for customer assistance	C
*	LIFTING OF MORE THAN 10 POUNDS WITHOUT ASSISTANCE (include type of objects and normal and maximum weight)	Type of object(s): Boxes of forms, supplies, mail, reports, and laptop computer Normal weight to be lifted: 10 Maximum weight to be lifted: 25	P
	CARRYING (list distance) 100 yards	Cartons of forms, supplies, mail, reports, and laptop computer	O
	WORKING ABOVE SHOULDERS	To retrieve documents and/or supplies from high shelves of storage area	P
*	DRIVING	Check and explain if following are required: <input checked="" type="checkbox"/> Driver's License <input type="checkbox"/> Commercial Driver's License Operate a city vehicle to attend training seminars, meetings, and on-site business inspections.	P
*	OPERATION OF EQUIPMENT	List types and frequency of each: Copier, fax machine, computer, printer, calculator, stapler, shredder, typewriter, telephone, mobile filing systems, mail opener, and scanner.	C
	OTHER: (list) include wearing heavy or special gear or protective devices or using specialized equipment, sense of smell	N/A	